



HPRP FAQ-2

City of Detroit Planning and Development Department
11-24-09

Homelessness Prevention & Rapid Re-housing Program **FREQUENTLY ASKED QUESTIONS**

Homelessness Service Providers under contract with the City of Detroit Planning and Development Department (PDD) are currently contacting individuals and families who submitted pre-applications for the Homelessness Prevention and Rapid Re-housing Program (HPRP) by the mandatory deadline of October 14.

When will Service Providers begin making contact with candidates?

Service Providers will begin making contact with randomly selected pre-applicants within 5 business days of receiving the first round of pre-applications on November 23.

Who should expect to be contacted in the 1st round?

Pre-applications are selected randomly, there is no guarantee who will be contacted in the 1st round.

I submitted a pre-application by the deadline, what should I do?

Wait to be contacted by a Service Provider. If your pre-application is selected, a Service Provider will make a series of attempts to reach you by telephone and/or mail. Be sure to respond to telephone calls and messages in a timely manner noting that any pre-applicant who is contacted but does not respond within 30 days will not be processed for assistance.

What should I expect if I am contacted?

Service Providers will request an assessment meeting to determine eligibility. Eligible applicants will receive services directly from the Service Provider or by referral to a Provider offering the appropriate assistance required.

What kind of assistance is available to eligible pre-applicants?

Utility payments	Moving assistance
Rental assistance	Legal assistance
Re-housing assistance	Credit repair

NOTE: No payments are made directly to individuals. No mortgage assistance is available through this program.

What if no one contacts me?

Service Providers will only contact those candidates whose pre-applications are randomly selected and transferred from PDD. If you are not contacted, your pre-application may

not be in the current round of random selections. Service Providers will make a series of attempts to contact every candidate whose pre-application is transferred from PDD.

Where can I check on the status of my pre-application?

Due to the sheer volume of pre-applications received, there is no method of verifying the status of pre-applications received.

Candidates are strongly encouraged not to call the City of Detroit or Service Providers to check on the status of your application. Service Providers nor the City of Detroit can or will respond to telephone calls or other inquiries regarding a pre-applicant's position on the random list.

What should I do if I need immediate assistance?

If you need immediate assistance, call 211.

Where can I get more information?

Call United Way: 211

Detroit Homeless Agencies

Local Social Services Agencies

City of Detroit Website: www.detroitmi.gov. Select the Planning and Development Department and click on the link: Homelessness Prevention and Rapid Re-housing.

HPRP Status Line: 313-224-0316.



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